







Scorecard >

1.0 Customer						+ ADD
	As of Date	Actual	Goal	FYTD Actual	FYTD Goal	
Responsive permit and enforcement services						
 Field Inspection Rejection Rate (SORTIE)	Mar 2007	25 %	25 %	29 %	25 %	
 % of Residential Plans reviewed within deadlines established by ordinance.	Mar 2007	100.00 %	100.00 %	99.97 %	100.00 %	
 % of Commercial Plans reviewed within deadlines established by ordinance.	Mar 2007	98.42 %	100.00 %	98.03 %	100.00 %	
 Average carryover inspections	Mar 2007	0.10	0.50	0.61	0.50	
 % of Expired Permit cases that were closed prior to ticket issuance.	Mar 2007	91.78 %	90.00 %	94.33 %	90.00 %	
 Avg # of days from complaint received to initial inspection - DEPT	Mar 2007	15	14	15	14	
 % of DEPARTMENTAL cases closed prior to ticket issuance	Mar 2007	80 %	75 %	79 %	75 %	

2.0 Financial						+ ADD
	As of Date	Actual	Goal	FYTD Actual	FYTD Goal	
Meet Budget Targets [Building]						
 Revenue: Total (Building)	FY07 Q2	\$6,587 K	\$10,593 K	\$28,459 K	\$21,186 K	
 Expen: Total (Building)	FY07 Q2	\$8,819 K	\$10,593 K	\$17,609 K	\$21,186 K	
 Positions: Full-Time Filled (Building)	FY07 Q2	322	356	n/a	n/a	
 Monthly Revenue - Total	Mar 2007	\$2,420 K	\$2,771 K	\$28,473 K	\$24,746 K	
 Monthly Expenditures - Total	Mar 2007	\$3,269 K	\$3,532 K	\$17,609 K	\$21,192 K	

3.0 Internal						+ ADD
	As of Date	Actual	Goal	FYTD Actual	FYTD Goal	
Timely identification and remediation of nuisances unsafe structures						
 Average unsafe structures cases processing time	Mar 2007	317	315	262	315	
Consistent interpretation and application of building code practices						
 Number of Building Code Workshops	Mar 2007	0	1	2	3	
 Percentage of plans rejected (minor alterations, repairs and additions).	Mar 2007	30 %	25 %	31 %	25 %	
 Percentage of plans rejected (other applications except plan revisions).	Mar 2007	58 %	50 %	58 %	50 %	

4.0 Learning and Growth						+ ADD
	As of Date	Actual	Goal	FYTD Actual	FYTD Goal	

Initiatives >


Name	Start	Finish	Complete
Inspection Guidelines	2/27/2007	4/16/2007	100%
Budget: Timing:			
Institute Plans Advancement System (#5, Priority)	2/1/2006	2/1/2007	
Establish a Graduated Penalty System (#6, Priority)	2/28/2006	2/28/2007	
Expand A-Team (#7, Priority)	1/31/2006	1/31/2007	
Simplify checklists and migrate from voluntary to involuntary use (#8, Priority)	5/26/2006	5/26/2007	
Continue to Promote Electronic Plans Submittal Program (#9)	10/1/2005	9/30/2006	
Explore Use of Geographic Information System (#11)	4/1/2006	4/1/2007	
Strengthen Performance Measurement Reporting (#12)	5/1/2006	5/1/2007	
Allow Easier Access to Plans Reviewers (#15, Priority)	2/26/2006	2/26/2007	
Standardize Fee Collection and Payment Locations (#20)	2/26/2006	2/28/2007	
Make Plans Available On-line (#21)	5/27/2006	5/27/2007	
Explore Methods to Increase Staff Efficiency (#23)	3/31/2006	3/31/2007	
Optimize Queing Potential and/or Concurrent Plans Review (#24)	12/1/2006	12/1/2007	

Scorecard Details >

<u>Exception Report</u>		Owners	Monitors
Scorecard Name:	Building	Salas, Juliana Boza, Monica Danger, Charles Smith, Terry Moreno, Chaveli	Marko, Thomas Munoz, Alex
Description:			

Parent Scorecards	Child Scorecards
ACM Scorecard - Munoz, Alex	Building Division Electrical Division Mechanical Division Plumbing Division Airport Division Enforcement Division

External Applications >

	Business Plan
---	-------------------------------

Attachments >

Title	Status	Check Out
-------	--------	-----------

Customer Perspective

Objective Name	Owner(s)
Responsive permit and enforcement services	Monica Boza Chaveli Moreno Juliana Salas

Initiatives Linked To Objective	Owner(s)
Expand A-Team (#7, Priority)	Thomas Marko
Institute "Wal-Mart" Style Greeter (#14, Priority)	Thomas Marko
Simplify checklists and migrate from voluntary to involuntary use (#8, Priority)	Thomas Marko
Continue to Promote Electronic Plans Submittal Program (#9)	Thomas Marko
Allow Easier Access to Plans Reviewers (#15, Priority)	Thomas Marko
Make Plans Available On-line (#21)	Thomas Marko
Optimize Queing Potential and/or Concurrent Plans Review (#24)	Thomas Marko

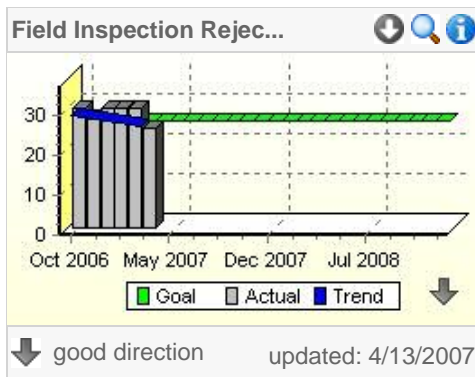
GrandParent Objectives
Use consistent, fair and effective means to achieve code compliance

Parent Objectives
(NU4.1) Resident and business voluntary compliance with county codes (priority outcome)

Measure	Owner(s)
Field Inspection Rejection Rate (SORTIE)	Charles Danger Monica Boza Chaveli Moreno

% of field inspections rejected

Performance				
Ind	Actual	Goal	Variance	Date
▲	25 %	25 %	0 %	3/31/2007



Initiatives Linked To Measure	Owner(s)
Inspection Guidelines	Chaveli Moreno

Child Measures Linked To Measure				
Ind	Name	Actual	Goal	Date
▲	% of BUILDING inspections rejected (SORTIE)	18 %	25 %	Mar 2007
▲	% of ROOFING inspections rejected (SORTIE)	24 %	25 %	Mar 2007
▲	% of SIGN inspections rejected (SORTIE)	20 %	25 %	Mar 2007
▼	% of ELECTRICAL inspections rejected (SORTIE)	30 %	25 %	Mar 2007
▲	% of MECHANICAL inspections rejected (SORTIE)	24 %	25 %	Mar 2007
▼	% of PLUMBING inspections rejected (SORTIE)	37 %	25 %	Mar 2007
▼	% of Liquified Petroleum Gas (LPGX) inspections rejected (under PLUMBING trade)	71 %	25 %	Mar 2007

Measure**Owner(s)**

% of Residential Plans reviewed within deadlines established by ordinance.

Monica Boza Chaveli Moreno Juliana Salas

Percentage of residential plans reviewed in 20 working days or less by the Department as a whole.

Performance

Ind	Actual	Goal	Variance	Date
▲	100.00 %	100.00 %	0.00 %	3/31/2007

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
■	% of BUILDING Residential Plans reviewed within deadlines established by ordinance	93.37 %	100.00 %	Mar 2007
▲	% of ELECTRICAL Residential Plans reviewed within deadlines established by ordinance	100.00 %	100.00 %	Mar 2007
■	% of MECHANICAL Residential Plans reviewed within deadlines established by ordinance.	99.40 %	100.00 %	Mar 2007
▲	% of PLUMBING Residential Plans reviewed within deadlines established by ordinance.	100.00 %	100.00 %	Mar 2007
■	% of STRUCTURAL Residential Plans reviewed within deadlines established by ordinance	97.31 %	100.00 %	Mar 2007

Measure**Owner(s)**

% of Commercial Plans reviewed within deadlines established by ordinance.

Monica Boza Chaveli Moreno Juliana Salas

Percentage of commercial plans reviewed in 24 working days or less by the Department as a whole.

Performance

Ind	Actual	Goal	Variance	Date
■	98.42 %	100.00 %	(1.58) %	3/31/2007

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
■	% of BUILDING Commercial Plans reviewed within deadlines established by ordinance	97.75 %	100.00 %	Mar 2007
▲	% of ELECTRICAL Commercial Plans reviewed within deadlines established by ordinance	100.00 %	100.00 %	Mar 2007
▲	% of MECHANICAL Commercial Plans reviewed within deadlines established by ordinance.	100.00 %	100.00 %	Mar 2007
▲	% of PLUMBING Commercial Plans reviewed within deadlines established by ordinance.	100.00 %	100.00 %	Mar 2007
■	% of STRUCTURAL Commercial Plans reviewed within deadlines established by ordinance	99.57 %	100.00 %	Mar 2007

Measure

Owner(s)

Average carryover inspections

Monica Boza Chaveli Moreno

The average number of carryover inspections per discipline (number of inspections not performed within 24 hours of request).

Performance

Ind	Actual	Goal	Variance	Date
▲	0.10	0.50	0.40	3/31/2007



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
▲	Average number of BUILDING carryover inspections.	0.03	0.50	Mar 2007
▲	Average number of ELECTRICAL carryover inspections.	0.01	0.50	Mar 2007
▲	Average number of MECHANICAL carryover inspections.	0.00	0.50	Mar 2007
▲	Average number of PLUMBING carryover inspections.	0.07	0.50	Mar 2007
▲	Average number of ROOFING carryover inspections.	0.49	0.50	Mar 2007

Measure

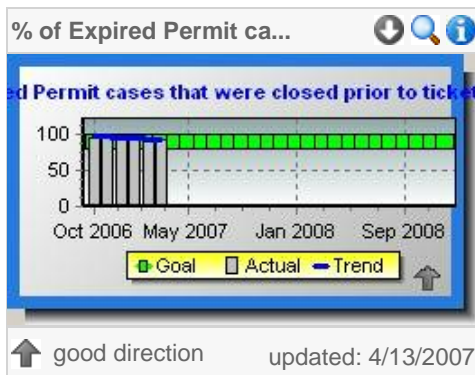
Owner(s)

% of Expired Permit cases that were closed prior to ticket issuance.

Chaveli Moreno Ronald Szep Monica Boza Juliana Salas

Performance

Ind	Actual	Goal	Variance	Date
▲	91.78 %	90.00 %	1.78 %	3/31/2007



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
-----	------	--------	------	------

Measure

Owner(s)

Avg # of days from complaint received to initial inspection - DEPT

Monica Boza Chaveli Moreno Juliana Salas

Performance

Ind	Actual	Goal	Variance	Date
■	15	14	(1)	3/31/2007



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
■	Average # of days from complaint received to initial BUILDING inspection	17	14	Mar 2007
▲	Average # of days from complaint received to ELECTRICAL inspection	10	14	Mar 2007
▼	Average # of days from complaint received to initial MECHANICAL inspection.	24	14	Mar 2007
■	Average # of days from complaint received to initial PLUMBING inspection.	18	14	Mar 2007
■	Average # of days from complaint received to initial ROOFING inspection.	15	14	Mar 2007
▲	Average # of days from complaint received to initial UNSAFE STRUCTURES inspection.	12	14	Mar 2007

Measure

Owner(s)

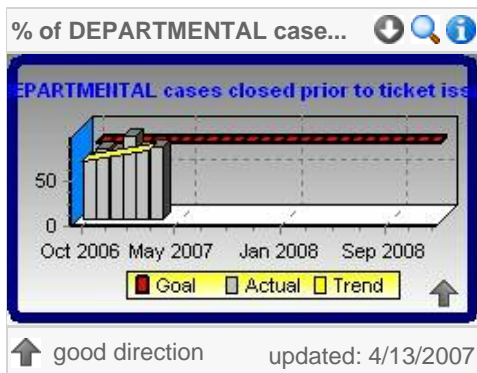
% of DEPARTMENTAL cases closed prior to ticket issuance

Monica Boza Chaveli Moreno Juliana Salas

Percentage of "Work without Permit" and "Lack of Maintenance" cases closed prior to ticket issuance by the above named trade.

Performance

Ind	Actual	Goal	Variance	Date
▲	80 %	75 %	5 %	3/31/2007



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
▲	% of other cases closed prior to ticket issuance by BUILDING	80 %	75 %	Mar 2007
▲	% of other cases closed prior to ticket issuance by ELECTRICAL	75 %	75 %	Mar 2007
▲	% of other cases closed prior to ticket issuance by MECHANICAL.	93 %	75 %	Mar 2007
▲	% of other cases closed prior to ticket issuance by PLUMBING.	83 %	75 %	Mar 2007
▲	% of other cases closed prior to ticket issuance by ROOFING	86 %	75 %	Mar 2007

Financial Perspective

Objective Name

Owner(s)

Meet Budget Targets [Building]

Charles Danger Terry Smith

Initiatives Linked To Objective

Owner(s)

GrandParent Objectives

Parent Objectives

Measure

Owner(s)

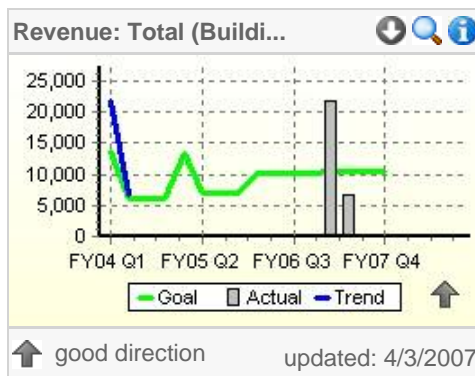
Revenue: Total (Building)

Monica Boza Chaveli Moreno Terry Smith Charles Danger

Total revenue in \$1,000s (from FAMIS)

Performance

Ind	Actual	Goal	Variance	Date
☑	\$6,587 K	\$10,593 K	\$(4,006) K	3/31/2007



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
☑	Revenue: Carryover (Building)	\$0 K	\$2,130 K	FY07 Q2
☑	Revenue: Federal (Building)	\$0 K	\$0 K	FY07 Q2
☑	Revenue: General Fund (Building)	\$0 K	\$288 K	FY07 Q2
☑	Revenue: Interagency (Building)	\$0 K	\$0 K	FY07 Q2
☑	Revenue: Proprietary (Building)	\$6,587 K	\$8,175 K	FY07 Q2
☑	Revenue: State (Building)	\$0 K	\$0 K	FY07 Q2

Measure

Owner(s)

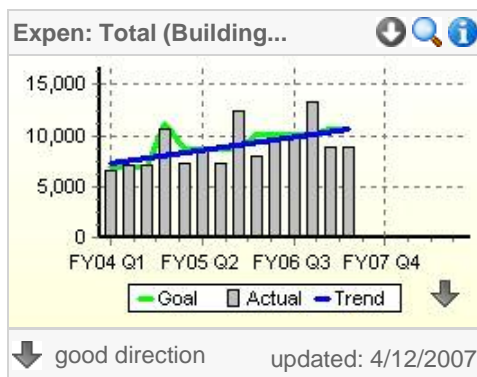
Expen: Total (Building)

Monica Boza Chaveli Moreno Terry Smith Charles Danger Juliana Salas

Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)

Performance

Ind	Actual	Goal	Variance	Date
▲	\$8,819 K	\$10,593 K	\$1,774 K	3/31/2007



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
▲	Expen: Personnel (Building)	\$6,646 K	\$7,540 K	FY07 Q2
▲	Expen: Other Operating (Building)	\$2,160 K	\$2,244 K	FY07 Q2
▲	Expen: Capital (Building)	\$13 K	\$106 K	FY07 Q2
▲	Expen: Non-Operating (Building)	\$0 K	\$703 K	FY07 Q2

Measure

Owner(s)

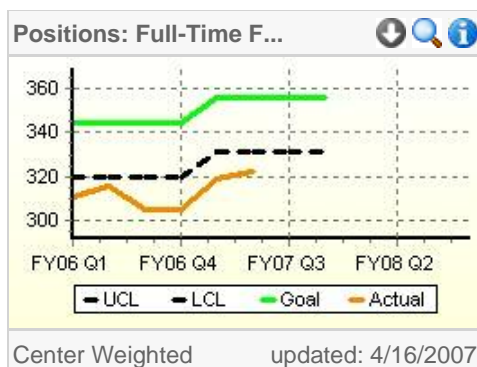
Positions: Full-Time Filled (Building)

Charles Danger Ronald Szep Monica Boza Chaveli Moreno Juliana Salas

The "actual" reflects the number of full-time positions that are filled; the "goal" reflects the number of full-time budgeted positions.

Performance

Ind	Actual	Goal	Variance	Date
▼	322	356	(34)	3/31/2007



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
-----	------	--------	------	------

Measure
Owner(s)

Monthly Revenue - Total

Monica Boza Terry Smith Chaveli Moreno Juliana Salas

Performance

Ind	Actual	Goal	Variance	Date
☑	\$2,420 K	\$2,771 K	\$(351) K	3/31/2007


Initiatives Linked To Measure
Owner(s)
Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
☑	Revenues - Proprietary	\$2,420 K	\$2,771 K	Mar 2007
☑	Revenue - Carryover	0	0	Mar 2007

Measure
Owner(s)

Monthly Expenditures - Total

Monica Boza Terry Smith Chaveli Moreno Juliana Salas

Performance

Ind	Actual	Goal	Variance	Date
☑	\$3,269 K	\$3,532 K	\$263 K	3/31/2007


Initiatives Linked To Measure
Owner(s)
Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
☑	Personnel	\$2,591 K	\$2,513 K	Mar 2007
☑	Other Operating	\$677 K	\$984 K	Mar 2007
☑	Other Non-Operating	\$0 K	\$234 K	Mar 2007
☑	Capital	\$1 K	\$35 K	Mar 2007

Internal Perspective

Objective Name	Owner(s)
----------------	----------

Timely identification and remediation of nuisances unsafe structures

Monica Boza Chaveli Moreno Juliana Salas

Initiatives Linked To Objective	Owner(s)
---------------------------------	----------

GrandParent Objectives

Use consistent, fair and effective means to achieve code compliance

Parent Objectives

(NU4.2) Timely identification and remediation of nuisances, including unsafe structures (priority outcome)


Measure	Owner(s)
---------	----------

Average unsafe structures cases processing time

Ronald Szep Monica Boza Chaveli Moreno Juliana Salas

Average processing time (in days) from open to close date for Unsafe Structure cases without an Injunction.

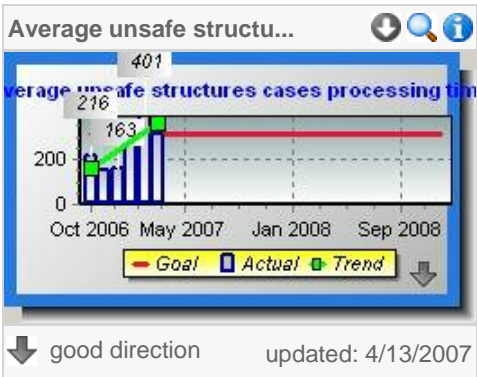
Performance

Ind	Actual	Goal	Variance	Date
	317	315	(2)	3/31/2007

Initiatives Linked To Measure	Owner(s)
-------------------------------	----------

Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
-----	------	--------	------	------



Objective Name**Owner(s)**

Consistent interpretation and application of building code practices

Monica Boza Chaveli Moreno Juliana Salas

Initiatives Linked To Objective**Owner(s)**

Institute Plans Advancement System (#5, Priority) Thomas Marko

Establish a Graduated Penalty System (#6, Priority) Thomas Marko

Simplify checklists and migrate from voluntary to involuntary use (#8, Priority) Thomas Marko

Allow Easier Access to Plans Reviewers (#15, Priority) Thomas Marko

GrandParent Objectives

Use consistent, fair and effective means to achieve code compliance

Parent Objectives

(NU4.3) Consistent interpretation and application of enforcement practices

Measure**Owner(s)**

Number of Building Code Workshops

Monica Boza Chaveli Moreno Juliana Salas

Number of Building Code Workshops offered to the construction industry and general public

Performance

Ind	Actual	Goal	Variance	Date
■	0	1	(1)	3/31/2007

**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

Ind	Name	Actual	Goal	Date
▲	# of Building Code Workshops offered for BUILDING	0	0	Mar 2007
▲	# of Building Code Workshops for ELECTRICAL	0	0	Mar 2007
▲	# of Building Code Workshops for MECHANICAL	0	0	Mar 2007
▲	# of Building Code Workshops for PLUMBING	0	0	Mar 2007
▲	# of Building Code Workshops for STRUCTURAL	0	0	Mar 2007

Measure
Owner(s)

Percentage of plans rejected (minor alterations, repairs and additions).

Monica Boza Chaveli Moreno Juliana Salas

Key: WALK-THRUS

Performance

Ind	Actual	Goal	Variance	Date
■	30 %	25 %	(5) %	3/31/2007


Initiatives Linked To Measure
Owner(s)
Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
▲	Percentage of Building plans rejected (minor alternations, repairs & additions)	24 %	25 %	Mar 2007
▼	Percentage of Electrical plans rejected (minor alternations, repairs & additions)	41 %	25 %	Mar 2007
▼	Percentage of Mechanical plans rejected (minor alternations, repairs & additions).	37 %	25 %	Mar 2007
▼	Percentage of Plumbing plans rejected (minor alternations, repairs & additions).	43 %	25 %	Mar 2007
▼	Percentage of Structural plans rejected (minor alternations, repairs & additions).	38 %	25 %	Mar 2007

Measure
Owner(s)

Percentage of plans rejected (other applications except plan revisions).

Monica Boza Chaveli Moreno Juliana Salas

Key: Plans Processing DROPOFFS

Performance

Ind	Actual	Goal	Variance	Date
■	58 %	50 %	(8) %	3/31/2007


Initiatives Linked To Measure
Owner(s)
Child Measures Linked To Measure

Ind	Name	Actual	Goal	Date
■	Percentage of Building plans rejected (all other applications except plan revisions).	59 %	50 %	Mar 2007
■	Percentage of Electrical plans rejected (all other applications except plan revisions)	51 %	50 %	Mar 2007
▼	Percentage of Mechanical plans rejected (all other applications except plan revisions).	64 %	50 %	Mar 2007
▼	Percentage of Plumbing plans rejected (all other applications except plan revisions).	71 %	50 %	Mar 2007
▼	Percentage of Structural plans rejected (all other applications except plan revisions).	74 %	50 %	Mar 2007

Learning and Growth Perspective

- This Perspective is empty.

Initiatives Linked To Scorecard

Name	Project	Status	%	\$		Owner(s)
Inspection Guidelines	4/1/2007	Complete	100%	n/a	n/a	Chaveli Moreno
Institute Plans Advancement System (#5, Priority)		Not Started	%	n/a	n/a	Thomas Marko
Establish a Graduated Penalty System (#6, Priority)		Not Started	%	n/a	n/a	Thomas Marko
Expand A-Team (#7, Priority)		Not Started	%	n/a	n/a	Thomas Marko
Simplify checklists and migrate from voluntary to involuntary use (#8, Priority)		Not Started	%	n/a	n/a	Thomas Marko
Continue to Promote Electronic Plans Submittal Program (#9)		Not Started	%	n/a	n/a	Thomas Marko
Explore Use of Geographic Information System (#11)		Not Started	%	n/a	n/a	Thomas Marko
Strengthen Performance Measurement Reporting (#12)		Not Started	%	n/a	n/a	Thomas Marko
Allow Easier Access to Plans Reviewers (#15, Priority)		Not Started	%	n/a	n/a	Thomas Marko
Standardize Fee Collection and Payment Locations (#20)		Not Started	%	n/a	n/a	Thomas Marko
Make Plans Available On-line (#21)		Not Started	%	n/a	n/a	Thomas Marko
Explore Methods to Increase Staff Efficiency (#23)		Not Started	%	n/a	n/a	Thomas Marko
Optimize Queing Potential and/or Concurrent Plans Review (#24)		Not Started	%	n/a	n/a	Thomas Marko